

] PROCEDURE: 2071]
] _____]

DATA OPERATIONS

] DATE: 02/24/98
] _____]

] TITLE:
] Changing JCL Procedures by Data Operations Personnel
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] Purpose]
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To define the Data Operations personnel that are authorized to changes a user's JCL and the circumstances.

] Personnel Authorized and Circumstances for JCL Changes]
] _____]

Whenever it is necessary or when requested by a user, only Operations Supervisory Personnel are to be authorized to make temporary changes to a user's job JCL in order to assist or facilitate the submittal of a job for a user. These will normally be for jobs that have ABENDED and need to have some, but not all, of their steps resubmitted. These JCL changes will be made only from those TSO libraries that are RACF accessible by Data Operations personnel.

These temporary changes will be made only after calling and receiving verbal instructions from a user or a person in "on-call status" for the job. These JCL changes will normally be, but not limited to, increasing sort work areas, deleting those job steps that previously ran successfully, modifying the version of a cataloged data set, correcting the volume serial number of non-cataloged data set volumes, etc.

Whenever a user or person in "on-call status" is notified and requests that we modify and resubmit job JCL for them, the call will be logged in the Computer Operations Call Book. The logged information will include: name of the person called, time the call was made, nature of the problem and the job name, what assistance was requested or provided from operations personnel, and an estimate of time taken by operations personnel in performing these functions.